

# Sefton Local Offer

Cared For & Care  
Experienced Young People



## Introduction

We understand that the move from care to adulthood can be a difficult time when you will have lots of questions and concerns. As your Corporate Parents, we want to make sure that you have as much support and information as possible to make the best decisions for you.

We have worked with our council officers and lots of partners in the public and voluntary sectors to bring together in this guide, a wide range of information, advice, guidance and support that is available to you. This is your Local offer.

Please read it and if there is anything you don't understand or want more information about, speak to your Social Worker, Personal Adviser, or the Care Experienced Team Manager.

If there is anything you would like to see in it, or something you would like to change raise that too and ask for it to be brought to the Corporate Parenting Board so we can look into it.

We will continue as your Corporate Parents to work to constantly improve the support we give you to secure the best possible outcomes for you.



**Councillor Diane Roscoe**

**Cabinet Member for Children, Schools and Families & Chair of the Sefton Corporate Parenting**

## About this Guide

This guide tells you about all the support that we have in Sefton for you as a care experienced young person. The transition from care to independence and adulthood can be a challenging time, where you will face many changes and have to make decisions about your future. We are here to support you with these.

As your Corporate Parents we have a duty of care for you, and as any good parent, we want to equip you with the skills you need to develop as you progress towards adulthood.

It has been put together with the help of local cared for children and care experienced young people and includes all the things that you are entitled to as well as contact details of other agencies or groups that can offer you additional advice, support and information.

Your Social Worker and Personal Adviser will be able to go through all the information in the guide with you.

## Who is the Local Offer for?

To be able to get the support set out in the Local Offer, you must have been;

- Cared for, for at least 13 weeks between the ages of 14 and 18 and including at least 24 hours aged 16 or 17.
- If you have been cared for, less than 13 weeks, but with at least 24 hours aged 16 or 17, you are deemed a 'Qualifying Young Person' and parts of the 'Local Offer' can apply depending on an assessment of need.

## How Can We Support You?

Depending on your circumstances and the time you spent being cared for, the regulations describe four different groups of young people who are cared for or care experienced:

- Eligible
- Relevant
- Former Relevant
- Qualifying

You are an **eligible** young person if:

- You are aged 16 or 17; and you are currently cared for.

### And

You have been cared for over a period of 13 weeks (or episodes which add up to 13 weeks) since your 14th birthday and at least one day whilst you were 16 or 17 years old.

You are a **relevant** young person if:

- You are no longer cared for, but you have been eligible and;
- You are 16 or 17 years old. (Some young people aged 16 or 17 who are detained in hospital or custody may also be relevant but may not have been eligible).
- You are a former relevant young person if:
  - You are aged 18-25;
  - Immediately before you reached 18 you were an eligible or relevant young person.
- You are a qualifying young person if:
  - You are aged 16-21 (or up to 25 if in education) and were cared for, over a short time on or after your 16th birthday.

## Named Care Experienced Personal Adviser

You will have a named Personal Adviser from age 16yrs to 21yrs with the option for this support to continue should you feel it is needed up to your 25th birthday and beyond if you are in higher education.

They will provide support, advice and guidance in all areas relating to your transition from being cared for to care experienced and into adulthood and independence. Your Personal Adviser will work with you, your Social Worker, Foster Carer or Keyworker and other people who are important to you to support you to develop your life skills and become more

independent. We will try to keep you with the same Personal Adviser, though this will not always be possible.

The amount of support that you receive from your Personal Adviser will depend on what you need and your circumstances. Your Personal Adviser will aim to meet with you at least every eight weeks.

Your Personal Adviser will work with you to consider all the support you may need and if there are any extra areas of assistance that may be helpful. You might, for example, need extra support because:

- You have special educational needs or a disability;
- You are an unaccompanied Asylum-Seeking Child (UASC), and your immigration status is unclear;
- You are in or leaving custody or you have had contact with the criminal justice system;
- You are a young parent; or
- You are going through a difficult time in your personal life.

We also want to hear from you when things are going well and to have a cup of tea and a chat and just catch up. We also have Duty Personal Advisers that you can call on **0151 934 4583** if your Personal Adviser is not available.

### **Leaving Care (Ceasing to be Cared For) before turning 18**

We will encourage you to stay cared for until you are 18. Most young people still live at home with their families at this age. If you choose to leave care (cease to be cared for) before age 18, the requirements say we must still provide you with suitable accommodation.

We will work with our Social Housing and Semi-Independent Providers to secure suitable accommodation to meet your needs.

## **Your Pathway Plan**

A Pathway Plan is a written document that looks at what skills you have and helps to identify what skills you need as you progress towards adulthood. Your Pathway Plan helps you to set goals and identify what needs to be done, who will do the tasks and by when.

Your Pathway Plan will outline your achievements and any areas that you may need support with. Your Personal Adviser will work with you, and other people who are both important to you and who are supporting you, to develop your plan. Your Pathway Plan will be reviewed with your Personal Adviser every six months.

# The Local Offer

## Accommodation

*“It is essential to keep your accommodation as homely and clean as you can, this really has a positive effect on your mood and motivation. Try talking to neighbours and get a good idea of the area.”*

### Sefton Care Experienced Young Person

If you are aged over 18, your Personal Adviser will help you to find suitable accommodation. This might involve:

- Working with the Council’s Housing Options Services to identify suitable housing options for you.
- Help to obtain supported accommodation if you are not ready or don’t want to have your own tenancy.
- If this is what you and your foster carers want, we can support you to remain with your foster carers under what’s called a ‘Staying Put’ arrangement. This can last until you are 21 (or until the higher education being undertaken on your 21st birthday is completed).
- Support to access social housing (this is accommodation managed by a housing association) by applying through Property Pool Plus (from age 16) with One Vision Housing).
- All care experienced young people up to age 25yrs will be given band B priority status upon registering for social housing which will help you access social housing.
- We will start to plan your accommodation pathway when you reach 16 so that you can progress at a pace that works for you.
- One Vision Housing will provide you with:
  - An Independent Living Officer when you first start a tenancy with them. They will support you to settle into your tenancy and will stay involved for as long as you need them.
  - Advice about maintaining a tenancy, including avoiding rent or arrears, paying bills and budgeting.
  - Helping you to claim housing benefit/universal credit.

We will also:

- Provide all care experienced young people who are the responsibility of Sefton Council (former relevant care leavers) and who are living in Sefton with a 100% discount on their council tax bill from the age 18 to age 25. The Discount will be applied after any other discounts such as Sole Occupier Discount and Council Tax Reduction have been set up. Where there is shared liability for the Council Tax due, the discount will cover the share that the care experienced young person is liable for.

- If you are a Sefton Care Experienced Young Person living outside of Sefton, your council tax liability (after helping to apply for any council tax support) will be paid on a quarterly basis until your 25th birthday. Your PA will support you with this.
- Practical and financial support with moving into and furnishing your new home.
- Supporting you if you have a housing crisis, including helping if you are threatened with losing, or lose a tenancy.

### **Staying Put Offer**

A Staying Put arrangement is an agreement between you, your foster carer and the Local Authority which enables you to stay with them when you reach age 18 and cease to be cared for. It is the duty of the local authority:

- To monitor the Staying Put arrangement; and
- To provide advice, assistance and support to the Former Relevant child and the former foster parent with a view to maintaining the Staying Put arrangement (this must include financial support), until the young person reaches the age of 21, or the end of a higher education course being undertaken at 21 (unless the local authority consider that the Staying Put arrangement is not consistent with the child's welfare).

### **Supported Lodgings Offer**

Sefton Supported Lodgings (SSL) provide opportunities for care experienced young people to live within family homes throughout the Sefton area.

### **Semi - Independent Accommodation**

Providers are available who offer shared housing with 24/7 staffing as the first step for young people moving out of care settings. This allows a period of assessment to ensure that you have the basic independent living skills required before you move on to a more semi-independent provision.

Providers offer semi-independent accommodation with differing levels of support that can be customised to your individual needs. Whenever possible, accommodation is identified that is affordable post -18 so that you have the option of taking over the tenancy when cared for financial support ends and you take over the rent.

### **The Here on Hand Project**

We have ambitious plans for all our care experienced young people and want to continue to offer you a nurturing, caring and stable home life in a family or home environment up to age 21 and beyond. We are working hard to extend our offer to ensure that the majority of our cared for children and care experienced young people secure permanence and safe, suitable and settled accommodation following the age of 18 via:

- 'Staying Put' arrangements with former foster carers; or
- Transition to successful Supported Lodgings placements in a household setting

We do recognise, however, that for a small number of young people, these options will not always be possible, may not meet your identified needs or may not be what you want. Sefton's Care Experienced Service has made a commitment to ensuring that those in need\* will have access to bespoke support packages that will continue to assist with the transition to

successful independent living. Every young person is unique, therefore you should not experience a one size fits all approach to the support offered as you approach your later teenage years.

The Here on Hand Project offers bespoke packages of support that are reviewed at regular intervals to ensure that the level of support offered is proportionate, is being used, and is enabling you to further build on your independence skills and supporting you to achieve your goals and aspirations.

Examples of this could include (but would not be exclusive to):

- Extensions of Ofsted registered SAILS (supported accommodation) provision with comprehensive packages of targeted key work support (as set out in robust Independent Placement Agreements [IPA's]);
- Changing the way floating support is offered i.e. your keyworker/significant staff members with whom you may have already built a good relationship with are commissioned by Sefton to provide tailored packages of practical and emotional help and support
- In order for you to access this additional support, there is a requirement you will engage with your personal adviser regularly to ensure the support is right for you and is helping you to work towards your goals and aspirations.

## The Asylum Planning Process

If you're an unaccompanied child or asylum seeker your pathway plan should include what will happen if your:

- Asylum claim is refused without a grant of leave
- Application to extend your leave is refused
- An appeal against a refusal is dismissed

If this happens, you'll become unlawfully present in the UK. This means you'll need to make plans to return to your home country.

You may also need to make a plan to return to your home country at any other point, if you decide to leave the UK.

### Your Plan

Your plan may be based around short-term achievable goals while your entitlement to remain in the UK is being determined. If you have not yet received a decision about your immigration, your transition planning should include all potential outcomes. This will change once your immigration status is resolved.

It's important that you prepare for the possibility that your asylum claim or immigration application is not successful. If it is not successful, your plan must focus on your return to your home country. It must also include reducing the risk of staying in the UK without status and risk of exploitation. This type of planning will help you achieve the best outcome, whether



you're in the UK or abroad. If your application or appeal is refused and subject to a human rights assessment, you'll no longer be eligible for care leaver support. If you return to your home country, you should be able to get practical and financial support from the Voluntary Returns Service, run by the Home Office.

### Triple Planning

Unless you have been granted indefinite leave to remain (ILR) permanently in the United Kingdom (UK), a triple planning approach must be applied to ensure that your needs are identified, and the pathway plan covers all eventualities and possible outcomes.

If you are seeking asylum in the UK your personal advisor will support you in accessing and engaging with an immigration solicitor. This is so you have legal advice to help you throughout the process. Your solicitor will help you to understand the possible outcomes of your asylum application which will be included in your pathway plan and referred to as triple planning.

### Your Finances

If you're an asylum-seeking care leaver you'll continue to get your personal allowance payment while you are waiting for a decision about your asylum claim. This means you cannot claim benefits or get a job. If you're deemed 'All Rights Exhausted', the support offered to you will be reviewed in line with the Immigration Act 2016 and you'll be referred to the Home Office. Financial support for you as a former unaccompanied child should reflect your needs and immigration status.

Your pathway plan should include job opportunities and funding arrangements for education and training. This should take your immigration status into account. If you have no recourse to public funds, you cannot get a number of welfare benefits and social housing.

Subject to the Human Rights Assessment by the local authority under Schedule 3 to the Nationality, Immigration and Asylum Act 2002, the provision of accommodation may form part of the leaving care support provided to a young person who has no recourse to public funds.

### Asylum Support Services

You can get more support from the following organisations:

- Refugee Council: advice and support to unaccompanied and trafficked children. They also advise professionals who are involved in their care. Phone 0207 346 1134 or email [children@refugeecouncil.org.uk](mailto:children@refugeecouncil.org.uk)
- The Children's Society: provide specialist services supporting refugee and migrant children and young people. Phone: 020 7841 4400 or email: [supportercare@childrenssociety.org.uk](mailto:supportercare@childrenssociety.org.uk)
- The Migrant Children's Project: provides specialist advice to professionals, young people and families on the rights and entitlements of asylum-seeking, refugee, trafficked and migrant children and young people. Phone: 0207 636 8505 (Tuesday to Thursday, 10am to 4pm) or email: [mcp@coramclc.org.uk](mailto:mcp@coramclc.org.uk)



## Finances

Finances can dictate how your calendar month goes. If you budget and spend money wisely you will be in a good cycle and better position long term. Whereas if you don't budget you can struggle tremendously, and this can be draining.

### Financial Support

We will help you financially by:

- Access to a £3,000 Setting Up Home allowance to pay for essential items and furnishings when moving into your own home.
- Providing all Care Experienced Young People who are the responsibility of Sefton Council (former relevant care leavers) and who are living in Sefton with a 100% discount on their council tax bill from the age 18 to age 25. The Discount will be applied after any other discounts such as Sole Occupier Discount and Council Tax Reduction. Where there is shared liability for the Council Tax due, the discount will cover the share that the care experienced young person is liable for.
- If you are a Sefton Care Experienced Young Person living outside of Sefton, your council tax liability (after helping to apply for any council tax support) will be paid on a quarterly basis until your 25th birthday. Your PA will support you with this.
- Providing a deposit and rent in advance if you need private rented accommodation.
- Providing information about money management support and advice.
- Information on how to access your Junior ISA or Child Trust Fund.
- Support to open a bank/savings account.
- Support to obtain important identification documents, such as a birth certificate, passport and provisional driving license., before your 18th birthday and ensure your passport is renewed and valid up to 25.
- Support to get your National Insurance number.
- Support to undertake hobbies and leisure activities when you are 16 & 17.
- An introduction to driving package; including a driving license, a practical and theory test and 10 lessons (where young people also chip-in for an additional 5 lessons).
- Support with items needed for study, apprenticeships and employment.
- Support with travel costs when you are aged 16 & 17 and help to access the Merseyside Regional Travel Offer.
- A prescription costs exemption certificate up to 25.
- Support to meet any religious or cultural needs when you are aged 16 & 17.
- Support with bills and the cost-of-living crisis when you move into independent living.
- Exceptional financial support in emergencies.
- Providing a financial gift at birthdays and Christmas or other celebrations.
- We will pay for your first TV licence.
- If not available in your first home we will provide two smoke detectors and one carbon monoxide detector and additional health and safety items such as secure door locks, fire blanket and first aid kit where appropriate. The total amount is just for furnishing and setting up your home and is not transferable - £3000.00 in total.

## **Birthday, Christmas and Festival Gifts**

### **Birthday Gifts**

You will receive the following;

- 18yrs - £50
- 19yrs - £25
- 20yrs - £25
- 21yrs - £50

### **Christmas/Festival Gifts**

A Christmas/festival gift of £25 and young people living independently will additionally receive a hamper to the value of £25. The Christmas/festival gift can be accessed at a festival/celebration of your choice.

### **Universal Credit Claims**

When claiming Universal Credit for the first time at 18 and whilst waiting for the first payment that takes five weeks, care experienced young people will continue to receive a maintenance allowance for the five-week waiting period to avoid you having to take a Universal Credit Advance (which you would have to repay).

Your Care Experienced Personal Adviser will ensure claims are submitted at the earliest date and processed quickly by the benefit agency. We have a protocol with the DWP to ensure claims for care experienced young people are processed quickly.

Job Centre Plus in Sefton have named work coaches for Care Experienced Young People who are familiar with the cared for and care experience process and can advise and assist you with any issues you face.

Job Centre Plus work coaches will always try to avoid benefit sanctions and can work with you and Personal Advisers to prevent a sanction. However, if a sanction is unavoidable, we will try to ensure you receive support with basic living such as food, heating and travel costs but no money would be given directly.

## Education, Training and Employment

*“Continue your job and education search, this is the key to a brighter future and there are many benefits to being in a routine and this will also help financially.”*

### Sefton Care Experienced Young Person

You will have access to a specialist Employability Officer who can support you to access education, training, and employment opportunities. You will also be given priority access to Sefton@Work who will support you to develop your CV and provide advice and support when job seeking.

### Further Education

Young people in education or training can access the 16-19 Bursary via the relevant education / training provider. Your Personal Adviser will provide guidance and support to access this. There is also a range of financial and practical support available to help you study, such as resources purchase books, equipment and software, some resources will be based on the course you are studying, and some will be assessed on an individual basis.

### Higher Education

For young people over the age of eighteen entering higher education there is a range of financial support available to help prepare for university, whilst studying and when the course is completed. This includes a weekly allowance will be provided throughout the year, regardless of whether the young person accesses their student loan. This is intended to reduce the amount of student debt accrued and is in recognition that care experienced young people leavers are unlikely to have any significant family support. Additional allowances are available during the summer holidays to cover accommodation costs.

Your Personal Adviser will help you to apply for all grants, loans and allowances that all students can apply for and will also help to apply for the 'Fair Access' support (practical and financial) that all universities have for care experienced students. The allowances from Sefton are as follows:

- A grant to cover the UCAS application process.
- A Grant of £500 when commencing the course.
- A Weekly living allowance of £67.20 per week.
- Higher Education Bursary of £2,000 paid over the duration of the course to assist with equipment, textbooks and IT costs.
- Accommodation costs paid over the three vacation periods if needed.
- A £500 course completion grant.
- A £300 graduation grant to cover the costs of cap, gown & photos and the event/celebration costs.

## **Pathway to Employment Programme**

The local authority has an initiative, 'Pathway to Employment', to help cared for and Care Experienced Young People to develop employability skills. The programme is in three supported stages leading to a full 12-month apprenticeship opportunity within Sefton Council. The programme offers an opportunity to gain structured and planned work experience, in 'protected' placements with wraparound support, to enable the development of your employability skills.

## **Local Authority Apprenticeships and Traineeships**

You will be able to access all apprenticeship and traineeship opportunities provide by Sefton Council. Some of the apprenticeships on offer are only open to Sefton Care Experienced Young People and your Personal Adviser will make you aware of these and support you to apply for them.

Care Experienced Young People undertaking an apprenticeship get a bursary of £1000 (£3000 from August 2023) after completing 12 weeks and the apprenticeship provider also gets £1000 to help provide additional support.

## **Career Connect Sefton**

If you are 14- 18 years old Career Connect can support you to explore your career pathway, looking at your Education, Employment and Training choices and helping you to plan your post 16 options which will include ensuring you have access to Careers support within school. In Year 11 we will help you choose and plan your post 16 transition.

If you are 16-18 years old and Not in Education Employment or Training you will have a named advisor who will help you move into learning or employment, providing individual support this could include help with CV's, applications to College/Training Providers, Job Search, Interview tips.

You have access to a professionally qualified adviser who will help and support you to make informed decisions and if necessary, support you to access other specialist services.

Email [Kate.timmins@careerconnect.org.uk](mailto:Kate.timmins@careerconnect.org.uk) if you would like support or phone 07837418241

## **Introduction to Driving Package**

The Introduction to Driving package is available to young people aged 17 to 21 and is conditional on the individual young person having been engaged in education, training, or employment (full time) for at least 6 months, having no driving convictions and the young person also paying for 5 car driving lessons.

The Driving Package consists of:

- 1 provisional driving licence;
- 1 theory test;
- 1 theory test resource (booklet or App)
- 10 (1 hour) driving lessons;
- 1 practical driving test

## Volunteering and Work Experience Opportunities

We work with Sefton CVS to offer a wide range of volunteering and work experience opportunities to Sefton Care Experienced Young People. Volunteering in the community can be an excellent way of building your confidence while gaining valuable skills and knowledge.

For 16- & 17-year-olds we will provide a £15 per week incentive if you are undertaking voluntary work that is helping to prepare you for an education or training course.

## Health and Wellbeing

*“Health is wealth and staying positive and healthy is the most vital trait you need. This can affect everything you do and decisions you make. Eat well, sleep well and live well.”*

### Sefton Care Experienced Young Person

We'll support you in lots of ways to stay physically and mentally healthy by offering:  
A Health Passport (also known as a Health Journal) containing key information from your childhood (for example, when and if you have had immunisations) and your health needs, around the time you turn 18 years of age.

- Information on healthy living.
- Information on getting help to pay for prescriptions (for example, how to obtain a free pre-paid prescription exemption certificate if you are not already eligible for free prescriptions).
- Support to register with a GP.
- Support to move from CAMHS to adult mental health services.
- Information about counselling services that are available locally.
- Help with transport costs when attending health appointments.
- Free or subsidised access to the leisure centres we run.
- Information about health drop-in centres.
- Support to access LA Adult Social Care

If you are a young parent, we will support you to do the best for them. We will help you arrange childcare if this is what you want.

The Sefton Children in Care Nursing Team offer health advice, support and signposting to services to you, your PA or any professional working with you, up until your 25th birthday. The Sefton Children in Care Nursing Team can be contacted on **0151 295 9690** or at [lac.sefton@nhs.net](mailto:lac.sefton@nhs.net)

## Free Leisure Pass and Choices Card

Active Sefton will provide all Care Experienced Young People in Sefton with a free leisure pass up to age 21yrs. Your Personal Advisers will assist you to apply for one. At age 22yrs the

leisure pass will convert to a free 'Choices Card' which gives you 40% discount on any leisure activities and facilities provided by Sefton Council.

If you are living outside of Sefton, we will look to identify a leisure pass for your local area.

## Having Your Say

*"Giving feedback to your PA and services is important for all parties. The services get a good insight on things they need to change as nobody understands more than someone using the services. Keep in touch with you PA."*

### Sefton Care Experienced Young Person

It is really important that you are involved in all decisions about your plans for moving towards adulthood and independence. You can be supported in doing this by an Independent Advocate who can help you to find out about your rights and have your voice heard in meetings. Advocates are separate from Children's Services.

Your Personal Adviser can help you to access an advocate. We commission NYAS to provide support to the following children and young people: NYAS is a rights-based charity who provide advocacy and legal representation to children and vulnerable adults when important decisions are being made about them. They can support a variety of issues including education, placement issues and moves, complaints, review meetings or whenever the young person feels unhappy about a decision or action. They aim to assist in the early resolution of potential difficulties and help you to understand the process.

Referrals can be made with consent of children and young people securely via our website NYAS Portal or ringing our Helpline on 0808 808 1001

### Access to Files

You have the right to request access to your personal social care file. You can do this by contacting the Access to Files Officer on 0151 934 3760 or online at [www.Sefton.gov.uk](http://www.Sefton.gov.uk)

### Relationships

As well as support from a Personal Adviser, we may be able to offer you additional practical and emotional support, such as through:

- Help to maintain or regain contact with people special to you or who cared for you in the past, like former foster carers, Independent Visitors or social workers.
- Support to re-connect with family where it is in your best interests.

## Participation in Society

We want our Care Experienced Young People to be active members of society, and to have all the chances in life that other young adults have. We can help you participate in society in the following ways:

- Providing information on groups and clubs you may wish to join.
- Informing you about relevant awards, schemes and competitions you can enter, in line with your talents and interests.
- Encouraging and helping you to enrol on the Electoral Register, so you can vote in elections.
- Informing you about voluntary work that we think you may be interested in.
- Support to access a free leisure pass or Choices Card for all LA leisure facilities in Sefton.
- Giving you advice and helping you to challenge any discrimination you face as a Care Experienced Young Person.

## Making A Difference (MAD) Group- Sefton Cared For and Care Experienced Forum

The MAD (Making A Difference) Group are all young people aged 16yrs plus who work closely with Sefton Council to support the improvement and development of services for our Cared For Children and Care Experienced Young People.

The group get involved in a variety of activities including staff interview panels / training foster carers & social workers / delivering training to university students / helping to develop new policies and procedures / members of the Corporate Parenting Board and working groups / designing and developing information for children and young people.

Members of our making a difference group are paid for their contribution.

If you would like to join the group or would like more information you can contact: **Cheryl Yates, Participation Officer, Cheryl.Yates@sefton.gov.uk**

## Comments, Compliments and Complaints

Every young person receiving advice or assistance under the Children (Leaving Care) Act 2000 can make Representations about the services they receive.

Representations can be

- A comment – telling us what you think
- A compliment – saying thank you or well done, or
- A complaint – telling us when you think we've done something wrong.

### Comments

If you make a comment or a suggestion, we will write to you to say what we are going to do with it. We might ask a manager or the Participation Officer to talk to you about it. We might ask if you want to help us to plan changes. If we do not reply to your suggestions, you can make a complaint about this.



### Compliments

Most of the time, if you want to say thank you or well done you can do this face to face. Sometimes you might want other people to know that someone has done a good job. If you contact us, we will pass on your good wishes. We will also contact you to let you know what we have done.

### Complaints

We will try to sort out any problems as quickly as possible. Your Personal Adviser will be able to deal with most things, but if they can't do this, or if you want someone else to deal with it, you can contact the Complaints Officer. The complaints officer can advise you on how to make a complaint and will keep you informed of what is happening with your complaint.

Any young person who wants to make a complaint also has the right to an advocate. They can support you to speak up for yourself, or sometimes can speak for you. You can choose who you want to be your advocate. It could be someone you know and trust or you can ask for somebody independent.

If you want to make a comment, compliment or complaint, contact

**Children's Social Care Complaints Officer Sefton Council**

**2nd Floor, Magdalen House 30 Trinity Road**

**Bootle L20 3NJ**

**Tel: 0151 934 3953**

Or you can go to the Sefton Council Website using the following link:

<https://www.sefton.gov.uk/social-care-and-health/children-and-young-people/childrens-social-care-complaints/>

## Useful Information

You can contact the Care Experienced Team on: **0151 934 4583**

From 5.30pm weekdays and weekends contact the Emergency Duty Team on: **0151 934 3555**

You can also email our team at any time on [CareExperiencedDuty@sefton.gov.uk](mailto:CareExperiencedDuty@sefton.gov.uk).

The Duty Officer for the day is responsible for checking the duty inbox.

## External Support

The following agencies can provide you with additional support.

### Accommodation

**One Vision Housing / Property Pool Plus**

[www.ovh.org.uk](http://www.ovh.org.uk) / [www.propertypoolplus.org.uk](http://www.propertypoolplus.org.uk)

Largest Housing Association in Sefton providing high quality, affordable homes in thriving communities.

All enquiries: 0300 365 1111

Email: [enquiries@ovh.org.uk](mailto:enquiries@ovh.org.uk)

### **Sefton Council Housing Advice**

Housing Options Team Ground Floor Magdalen House Trinity Rd, Bootle L20 3NJ

Tel: 0151 934 3541

Opening Times:

Monday-Thursday 10 am to 4 pm Friday 10am to 3 pm

### **Whitechapel Centre**

[www.whitechapelcentre.co.uk](http://www.whitechapelcentre.co.uk)

Working with people who are sleeping rough, living in hostels or struggling to manage their accommodation.

Committed to helping people find and maintain a home and learn the life skills essential for independent living.

Langsdale Street Liverpool, L3 8DT

Tel: 0151 207 7617

Fax: 0151 207 4093

### **The Basement Advisory Centre**

Providing evening drop-in service for people experiencing homelessness.

56-60 Parr Street Liverpool, L1 4JN

Tel: 0151 707 1515

Fax: 0151 709 6572

[reception@the-basement.org.uk](mailto:reception@the-basement.org.uk)

### **Education and Training**

#### **Career Connect Sefton**

If you are 16-18 years old and Not in Education Employment or Training you will have a named advisor who will help you move into learning or employment, providing individual support this could include help with CV's, applications to College/Training Providers, Job Search, Interview tips. You have access to a professionally qualified adviser who will help and support you to make informed decisions and if necessary, support you to access other specialist services.

[Kate.timmins@careerconnect.org.uk](mailto:Kate.timmins@careerconnect.org.uk) if you would like support or phone 07837418241

#### **The Bridge**

At The Bridge we believe that everyone is entitled to education, regardless of their abilities or experience. No matter what your age, background, skill level or interests The Bridge will have a course to suit you. We can provide that first step back on the learning path.

Tel: 0151 949 9710

201 Moss Lane, Litherland, Merseyside, L21 7NW

Email: [chris.mcallister@bridgelearning.org.uk](mailto:chris.mcallister@bridgelearning.org.uk)

#### **Hugh Baird College**

[www.hughbaird.ac.uk](http://www.hughbaird.ac.uk)

Further education college in South Sefton providing a range of courses for 14yrs plus students.

Hugh Baird College, Balliol Road Bootle Liverpool L20 7EW

Tel: 0151 353 4444

Fax: 0151 353 4469

### **Southport College**

[www.southport.ac.uk](http://www.southport.ac.uk)

Further education college offering a wide range of full or part time courses.

Mornington Rd Southport Liverpool, PR9 0TT

Tel: 01704 392 794

### **Employment**

#### **Sefton@Work**

[www.seftonatwork.net](http://www.seftonatwork.net)

Providing job seekers with free and confidential information, advice, guidance and resources to support job seeking activities.

Bootle Office, 286 - 288 Stanley Road, Bootle, Liverpool L20 3ER

### **Health & Wellbeing**

To register with a doctor all you need to do is visit your nearest surgery.

#### **SWAN Women's Centre**

We provide a range of services that promote mental well-being such as Mindfulness, Yoga and Complementary Therapies such as Reflexology, Thai Yoga, Reiki, Tui Na, Body Massage, Indian Head Massage, Hopi Candles etc. We also run a Therapeutic Allotment that women can get involved in, support each other, build friendships as well as their confidence. For women who are affected by or experience anxiety, depression, stress, isolation or other mental health problems we provide a range of services such as a free Counselling Service, Outreach Service, Support Groups, as well as Craft and Activity groups.

Phone: 0151 933 3292

Email: [contact@swanwomenscentre.org](mailto:contact@swanwomenscentre.org)

Swan Women's Centre Former Litherland Library Linacre Road, Litherland Liverpool L21 6NR

The Promenade Office Southport PR9 0DZ

#### **Inclusion Matters Sefton**

Inclusion Matters Liverpool is a free NHS Service providing a range of proven talking therapies for common mental health problems. They offer information, guidance and talking therapies from over 65 GP practices and a further 13 easy- to-reach community locations across Liverpool, and our aim is to provide the help you need in convenient locations within easy reach of where you live or work.

Website: [inclusion-matters-sefton.org.uk/](http://inclusion-matters-sefton.org.uk/) Telephone: 0151 955 3200

Unit 5 Stella Nova, Washington Parade Bootle, L20 4TQ

#### **Samaritans of Liverpool and Merseyside**

If something's troubling you, get in touch:

Telephone our branch: 0151 708 8888 (local call charges apply)

National telephone: 116 123 (this number is free to call)

Email Samaritans: [jo@samaritans.org](mailto:jo@samaritans.org)

Visit our branch: Samaritans Liverpool,  
25 Clarence Street, Liverpool, Merseyside, L3 5TN

### **NHS 111 Service**

111 is the NHS non-emergency number. It's fast, easy and free. Call 111 and speak to a highly trained adviser, supported by healthcare professionals.

They will ask you a series of questions to assess your symptoms and immediately direct you to the best medical care for you.

NHS 111 is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones.

### **Active Sefton**

[www.sefton.gov.uk/1267](http://www.sefton.gov.uk/1267)

Active Sefton offers a host of sport and fitness activities, regardless of age or ability. Whether you are new to sport and fitness or need professional coaching advice, we can help you on your way to a more active lifestyle.

With six Activate fitness suites, three swimming pools, hundreds of classes, cycling track and athletics track and a huge selection of other activities, we have something for everyone to enjoy.

### **CALM (Campaign Against Living Miserably)**

[www.thecalmzone.net](http://www.thecalmzone.net)

Tel: 0800 585 858

Our helpline is for men who are down or have hit a wall for any reason, who need to talk or find information and support. We're open 5pm– midnight, 365 days a year.

### **FRANK**

Helpline: 0300 123 6600

[www.talktofrank.com](http://www.talktofrank.com)

Provides: help, support and information about all commonly used legal and illegal drugs including alcohol.

### **Alcoholics Anonymous**

Helpline: 0800 9177 650

[www.alcoholics-anonymous.org.uk](http://www.alcoholics-anonymous.org.uk) Provides: Support and advice for alcoholics.

### **Gamblers Anonymous**

[www.gamblersanonymous.org.uk](http://www.gamblersanonymous.org.uk) Provides: Support and advice for gamblers.

### **Sefton Sexual Health Service**

[www.seftonsexualhealth.co.uk](http://www.seftonsexualhealth.co.uk) Helpline: 01704 51330

Provides sexual health services across the communities of Sefton. Our service is free and confidential for everyone.

### **RASA MERSEYSIDE**

RASA is here for anyone who has been sexually abused or raped, or who has been affected by sexual violence at any time in their lives. We have experience in working with adults who have been sexually abused as children. We offer emotional support, counselling, advocacy and other services to help survivors in ways that work for them. We will also work with non-offending family and friends of survivors.

Our Helpline: 0151 666 1392

Tuesday 6-8 pm

Thursday 6-8 pm

Friday 12-2 pm

### **Sefton Women's and Children's Aid (SWACA)**

166 Knowsley Rd Bootle L20 4NR

Tel: 0151 922 8606

Provides: Range of support services for women, children and young people experiencing domestic violence/abuse. Services include helpline, advice centres, outreach, refuge, counselling and children's workers.

Mon, Tue & Thu 9.30am to 5pm / Wed 9.30am to 7pm / Fri 9.30am to 3pm.

24hr National Domestic Violence Helpline:

0808 2000 247

### **Access Sefton**

Finding it hard to cope, feeling low, anxious or stressed? Talking therapies can help. Our aim is to provide psychological therapies, sometimes called talking therapy, to help people who have common mental health problems such as feeling stressed, feeling low in mood (depressed) or very nervous (anxiety).

Anxiety and Depression / Relationship Issues / Low Self Esteem / Bereavement and Loss / Adjustment Issues / Stress / Low Mood / Generalised Anxiety Disorder / Post Traumatic Stress Disorder / Obsessive Compulsive Disorder / Post Natal Depression / Specific Phobia / Health and Social Anxiety / Panic

The service is confidential and free and available to anyone aged 16yrs plus.

The first step is to contact the service Mon to Fri between 9am and 1pm on 0300303 2708 to arrange and assessment appointment.

### **BEAT**

[www.b-eat.co.uk](http://www.b-eat.co.uk)

The Beat Adult Helpline is open to anyone over 18. Parents, teachers or any concerned adults should call the adult helpline.

Helpline: 0808 801 0677 Email: [help@b-eat.co.uk](mailto:help@b-eat.co.uk)

The Beat Youthline is open to anyone under 18.

Youthline: 0808 801 0711

Email: [fyp@b-eat.co.uk](mailto:fyp@b-eat.co.uk)

### **Addiction**

Providing drug and alcohol support and services to young people 10yr to 19yr olds and their families.

Landmark House, 43-45 Merton Road, Bootle, L20 7AP  
Duty No: 07983430995

### **Ambition Sefton**

Providing drug and alcohol support and services to those aged 19yrs plus.  
Ambition Sefton, 8 Church Street Southport, PR9 0QT Tel: 01704 534 759  
Ambition Sefton Canal Street Bootle, L20 8AH  
Tel: 0151 944 5334

### **Participation in Society**

#### **Citizens Advice Sefton**

The Citizens Advice service gives free, impartial, confidential advice to help people to solve their legal, financial, benefit, employment, housing, consumer and other problems. Citizens Advice Sefton covers the whole of Sefton. We provide drop-in advice in Bootle and Southport, and a telephone service.

Bootle Goddard Hall, Knowsley Road 0151 288 5683

Tues: 9.30 - 2pm / Wed: 9.30 - 2pm /

Fri: 9.30 - 2pm Southport, Wright Street 01704 38 5627

Mon: 9.30 - 2.30pm / Tues: 9.30 - 2.30pm

Thurs: 9.30 - 2.30pm

#### **Refugee Action**

Refugee Action is an independent national charity, working to enable refugees to build new lives in the UK. We provide practical emergency support for newly arrived asylum seekers and long-term commitment to their settlement.

Who to contact: Tel: 0151 214 3020

Email: [notmanh@refugee-action.org.uk](mailto:notmanh@refugee-action.org.uk) Website: [www.refugee-action.org.uk](http://www.refugee-action.org.uk)

#### **Southport Mosque & Islamic Cultural Centre**

[www.southportmosque.com](http://www.southportmosque.com)

102a Sussex Road, Southport, Merseyside, PR9 0SL

Tel: 01704 539859

#### **Muslim Youth Helpline (MYH)**

[www.myh.org.uk](http://www.myh.org.uk) Helpline: 0808 808 2008

#### **Merseyside Jewish Representative Council**

[www.liverpooljewish.co.uk](http://www.liverpooljewish.co.uk)

Tel: 0151733 2292

#### **Somali Umbrella Group**

The Somali Umbrella Group's (SUG) main purpose is to provide, maintain and enhance vital services to the whole of the Somali Community within Merseyside, combined with highlighting other Somali interests in the city. Subsequently, it looks to establish itself as a beacon and as an example for the other racial minority and community-based organisations both regionally, exemplifying best practice, innovation and initiative.

Toxteth Town Hall, 15 High Park Street Toxteth, Liverpool, Merseyside, L8 8DX  
Tel: 0151 727 7744  
Email: [somaliumbrella@btconnect.com](mailto:somaliumbrella@btconnect.com)

### **Sefton Equalities Partnership**

[seftoncvcs.org.uk/areas-of-work/equalities](http://seftoncvcs.org.uk/areas-of-work/equalities)

### **Sefton CVS Equalities Team**

0151 920 0726  
[www.sefton.gov.uk](http://www.sefton.gov.uk)

All General community or environmental enquires including refuse collection, play groups, libraries, leisure activities etc.

### **Bootle and Southport One Stop Shops**

Most of our services can be accessed online at [www.sefton.gov.uk](http://www.sefton.gov.uk). However, if you would prefer to make an enquiry face to face you can visit Bootle or Southport One Stop Shops where we can assist you with your enquiry in a face-to-face environment.

Bootle One Stop Shop

Sefton Council One Stop Shop, 324-342 Stanley Road, Bootle, L20 3ET

Southport One Stop Shop: Sefton Council One Stop Shop, Cambridge Arcade, Southport, PR9 1DA

Both One Stop Shops provide a drop-in service Monday to Friday between 9am and 5pm. So we can be sure to deal with your enquiry successfully, please arrive half an hour before the One Stop Shop closes. Please note Monday and Friday are our busiest days.

### **Emergency Support / Sefton Social Care Emergency**

Duty Team Tel: 0151 920 3555

Provides: Out of hours duty social work service. Focus on statutory duties that require a rapid response. The service covers the Sefton Borough.

Mon - Thu: 5.30pm to 9am

Fri: from 4pm to 9am Mon

### **Relationships**

#### **Access Sefton**

Finding it hard to cope, feeling low, anxious or stressed? Talking therapies can help. Our aim is to provide psychological therapies, sometimes called talking therapy, to help people who have common mental health problems such as feeling stressed, feeling low in mood (depressed) or very nervous (anxiety).

The service is confidential and free and available to anyone aged 16yrs plus. The first step is to contact the service Mon to Fri between 9am and 1pm on 0300 303 2708 to arrange and assessment appointment.



### **Parenting 2000**

Parenting 2000 offer a wide range of support and services to parents / carers of children and young people delivered from three locations across Sefton. Services include parenting courses, support groups and 1-2-1 support.

Contact us at:

Southport: 01704 380 047

Crosby: 0151 932 1163

Email: [info@parenting2000.org.uk](mailto:info@parenting2000.org.uk)

### **New Beginnings LGBTQI project**

<http://www.seftonyouth.co.uk/lgbtq>

New Beginnings is a youth group for young people who are LGBTQI aged 11 – 25 years. The aim of the project is to provide a safe place for young people to make friends, get support, have fun, and help other LGBTQI youth.

#### **New Beginnings Crosby**

Call or email for more information

Phone: 07974 267 767

Email: [new.beginnings@sefton.gov.uk](mailto:new.beginnings@sefton.gov.uk)

#### **New Beginnings Southport**

Call or email for more information

Phone: 07974 267 767

Email: [new.beginnings@sefton.gov.uk](mailto:new.beginnings@sefton.gov.uk)

### **Sefton Women's and Children's Aid (SWACA)**

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Mon, Tue & Thu 9.30am to 5pm / Wed 9.30am to 7pm / Fri 9.30am to 3pm.

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[www.seftonsexualhealth.co.uk](http://www.seftonsexualhealth.co.uk) Tel: 01704 51330

Provides sexual health services across the communities of Sefton. Our service is free and confidential for everyone.

### **RASA - Rape & Sexual Abuse Support**

[www.rasamerseyside.org](http://www.rasamerseyside.org) helpline@rasamerseyside.org Tel: 0151 666 1392

Provide confidential support and advice for women, children and men.